

Information Technology Authorization Committee

Project Review

May 24, 2017

Action Item

Agency: Industrial Commission of Arizona
Project Name: **Claims Systems Modernization Project**
Project Number: IC17002
ASET Engagement Manager: John Wagner

The Industrial Commission administers and enforces state laws relating to the protection of life, health, safety, and welfare of Arizona's employees. The ICA's Claims System is running on a 20+ year old mainframe application that requires hard to find COBOL developers, Inflexibility, Data integrity, lacking modern System Security feature, and Customer access limitations. ICA wants to move claims system off of the old technology, replace/retire all legacy systems within the agency, align with the Governor's Goal of service through digital governance, provide increased flexibility to change when necessary, and improve internal/external user experience by implementing Salesforce with a custom modern Claims System. ICA will contract with Salesforce integrator MST to implement in 4 phases: Discover/Design Requirement, Data Integration/Migration, build out case management tools, and finally develop modern enhancements for Claims Processing.

Motion Options:

- ITAC Approval:**
- ITAC Conditional Approval:**

The Arizona Strategic Enterprise Technology Office recommends ITAC Approval of the technology project with the following Condition:

- 1. Should the final costs exceed the estimated costs by 10% or more, or should there be significant changes to the proposed technology, scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET for review and approval prior to further expenditure of funds.**

- ITAC Disapproval:**
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